Highmark Wholecare: Milestone 5 Training

Billing Management

October 2024

Milestone 5 : Highmark Wholecare Agenda

- Map to EVV Mastery
- Prebilling
- Invoicing
- Billing Review
- E-Billing
- Rebilling
- Secondary Billing
- Key Takeaways
- Next Steps
- Questions

THE MAP TO EVV MASTERY

HHAeXchange is here to guide you along your EVV Onboarding eXpedition

Provider Milestones

YOU ARE HERE

Beginnings Base Camp

Onboarding Form
- ✓ Submitted

Information Sessions
- ✓ Register and Attend

Get Moving Mountain

Milestone 1: Portal Access *(New Providers)* : *Oct 1*

Milestone: EDI Onboarding : Oct 3

EVV Foundations Forest

Milestone 2 & 3: Payer Contract, Payer Data and Scheduling: Oct 9

Milestone 4: EVV Management: Oct 16

Begin Billing Bay

Milestone 5: Billing in HHAX Oct 23

Provider Go Live: Nov 1

Key Takeaways

Throughout today's training presentation, you will see this icon. It highlights important information, which we will summarize as key takeaways at the end of today's training.

Billing in HHAeXchange

Billing Workflow

Caregiver completes EVV

+

Provider manages visit maintenance

Step 1
Prebilling

Prepare and verify data

Step 2
Invoicing

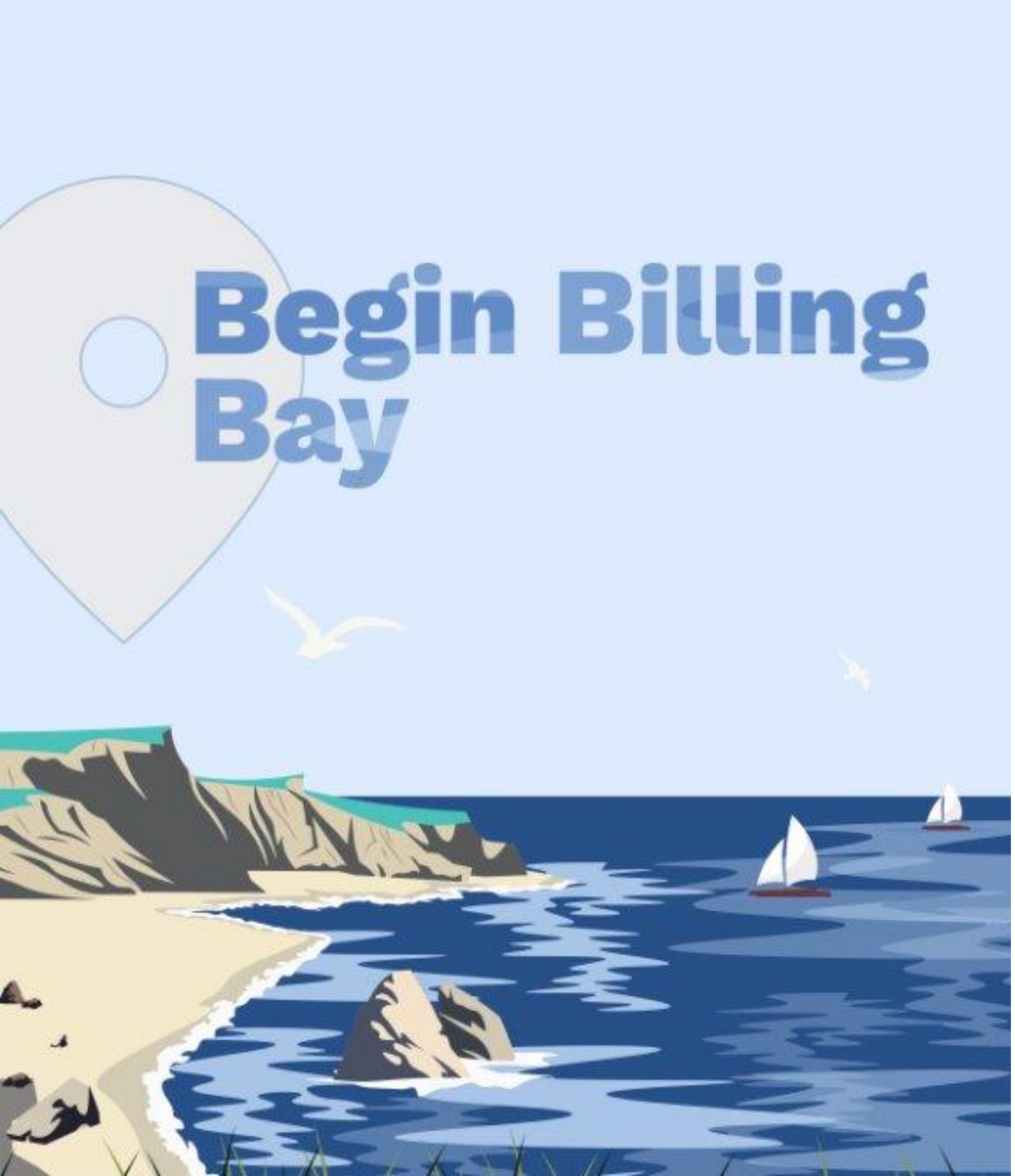
Generate an invoice

Step 3
Billing Review

Review and finalize invoice

Step 4
eBilling

Submit invoices electronically



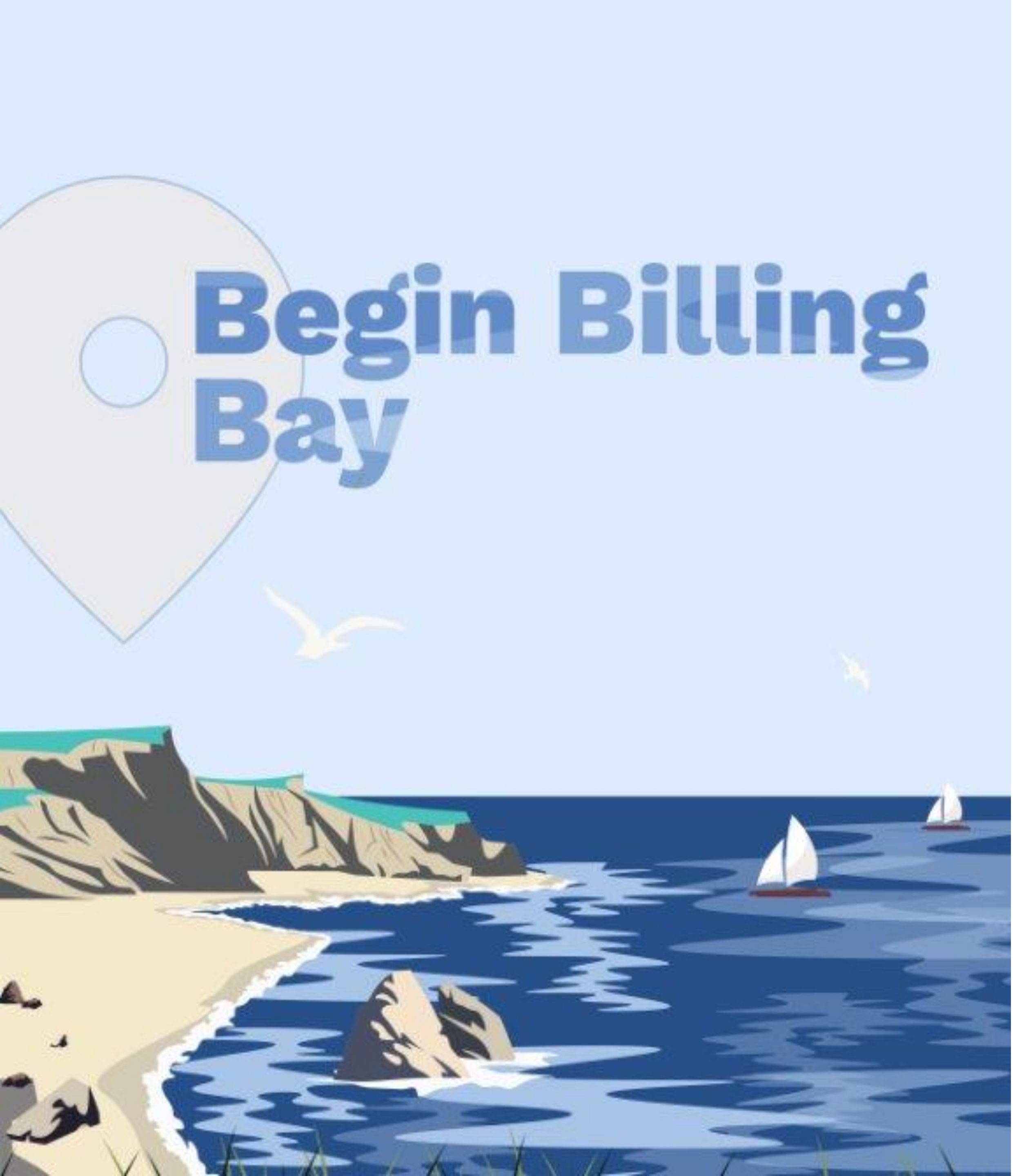
Prebilling

What is Prebilling ?

- Prebilling automates audits to prevent invoicing for visits with missing or incorrect information.
- Review and resolve issues before invoicing, and check daily for best results.

What prebilling issue occur in HHAeXchange?

- Incomplete Confirmation
- Authorization
- Unbalance Visit
- Overlapping Shifts
- Temp Caregiver



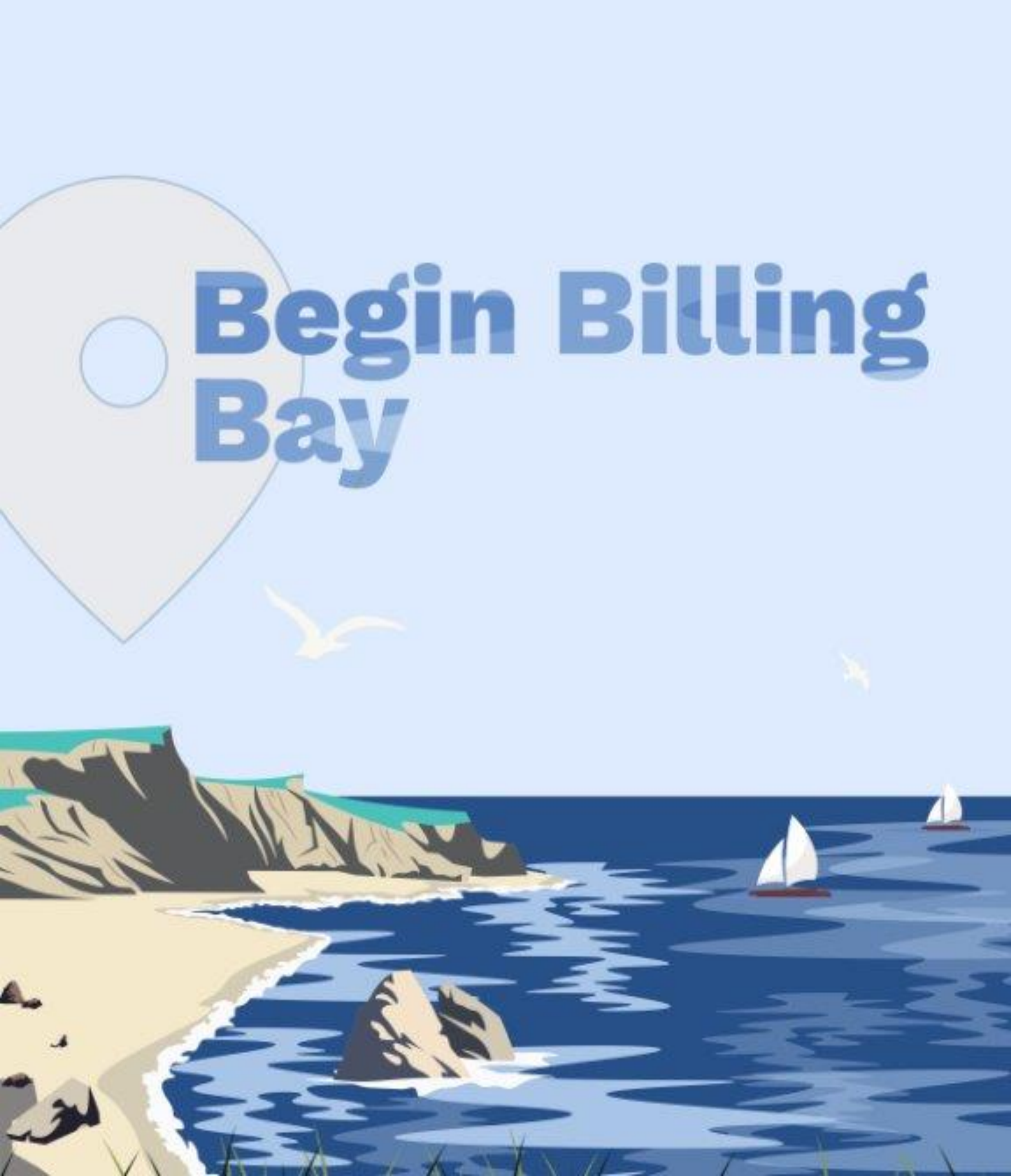
Prebilling (EDI Providers)

If I am integrated, do I need to resolve prebilling holds in HHAeXchange?

- Review prebilling holds in HHAeXchange.
- Resolve issues in your 3rd party system and then re-import data.
- A good practice is to check this daily.

HHAeXchange Standard System Terminology	Corresponding Terminology		
CONTRACT / PAYER	– FFS – HHS	– MCO – State	– Plan
PATIENT / MEMBER	– CDS Employer – Consumer	– Recipient – Client	– Participant – Beneficiary
CAREGIVER	– Aide – Homecare Aid – Homecare Worker	– Worker – Direct Care Worker – Service Provider	– Attendant – CDS Employee
AGENCY / PROVIDER	– FMSA – Vendor	– Program Provider	
COORDINATOR	– Care Coordinator – Case Coordinator	– Service Coordinator – Care Types	
UNITY NUMBER	– EMPI – Master Patient Number	– Shared Patient Number	
SECONDARY IDENTIFIER	– MPI – Promise Code		

HHAeXchange Prebilling Demo



Invoicing

What is Invoicing ?

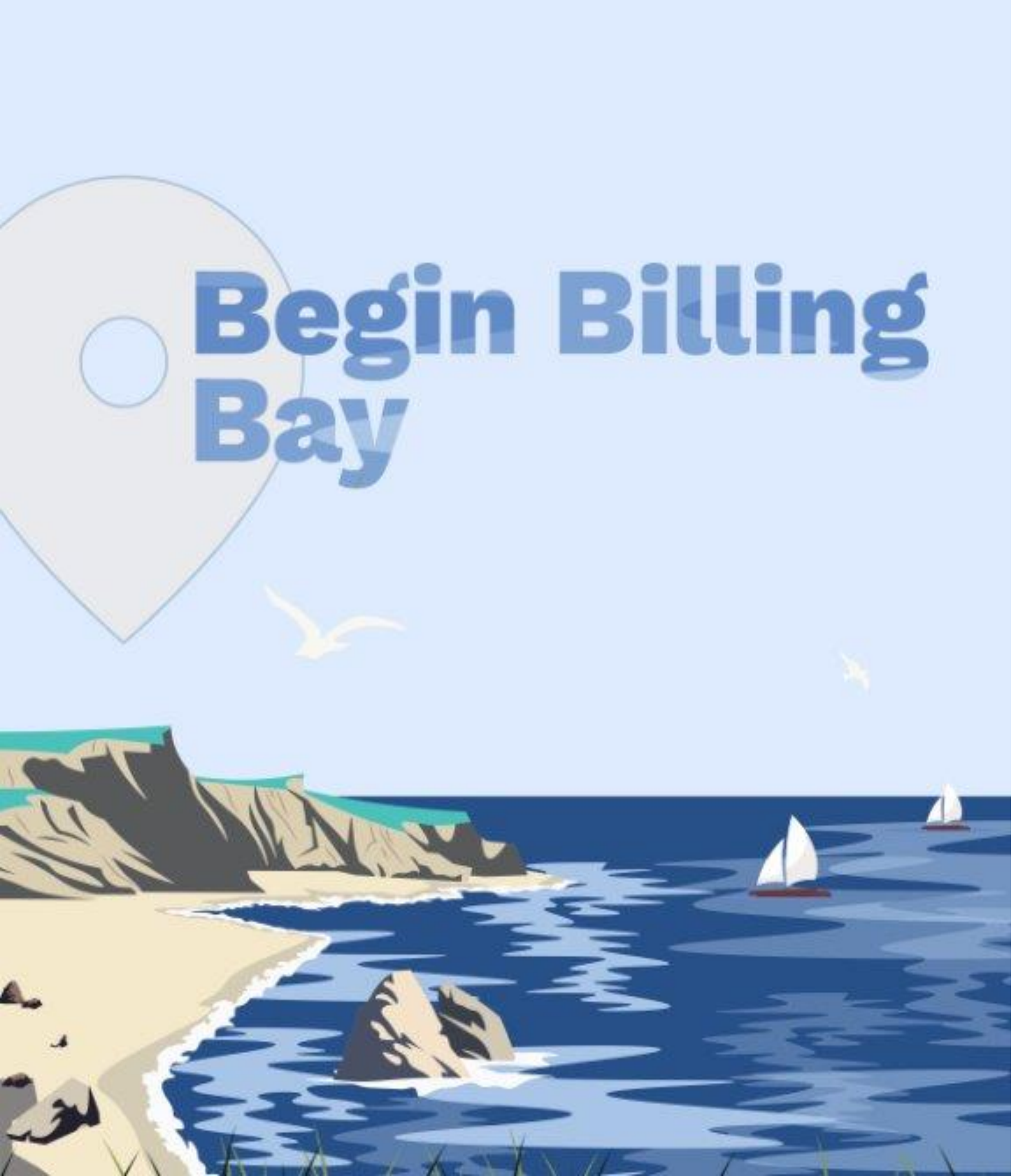
- The process of generating invoices for EVV confirmed or manually confirmed visits

How to invoice in HHAeXchange?

- Go to Billing > New Invoice (Internal)
- Utilize search filters to locate visits
- Select visits to be invoiced
- Click Generate Batch Invoice

Note: *Ensure billing rates are entered under your Contract/ Service Codes*

HHAeXchange Invoicing Demo



Billing Review

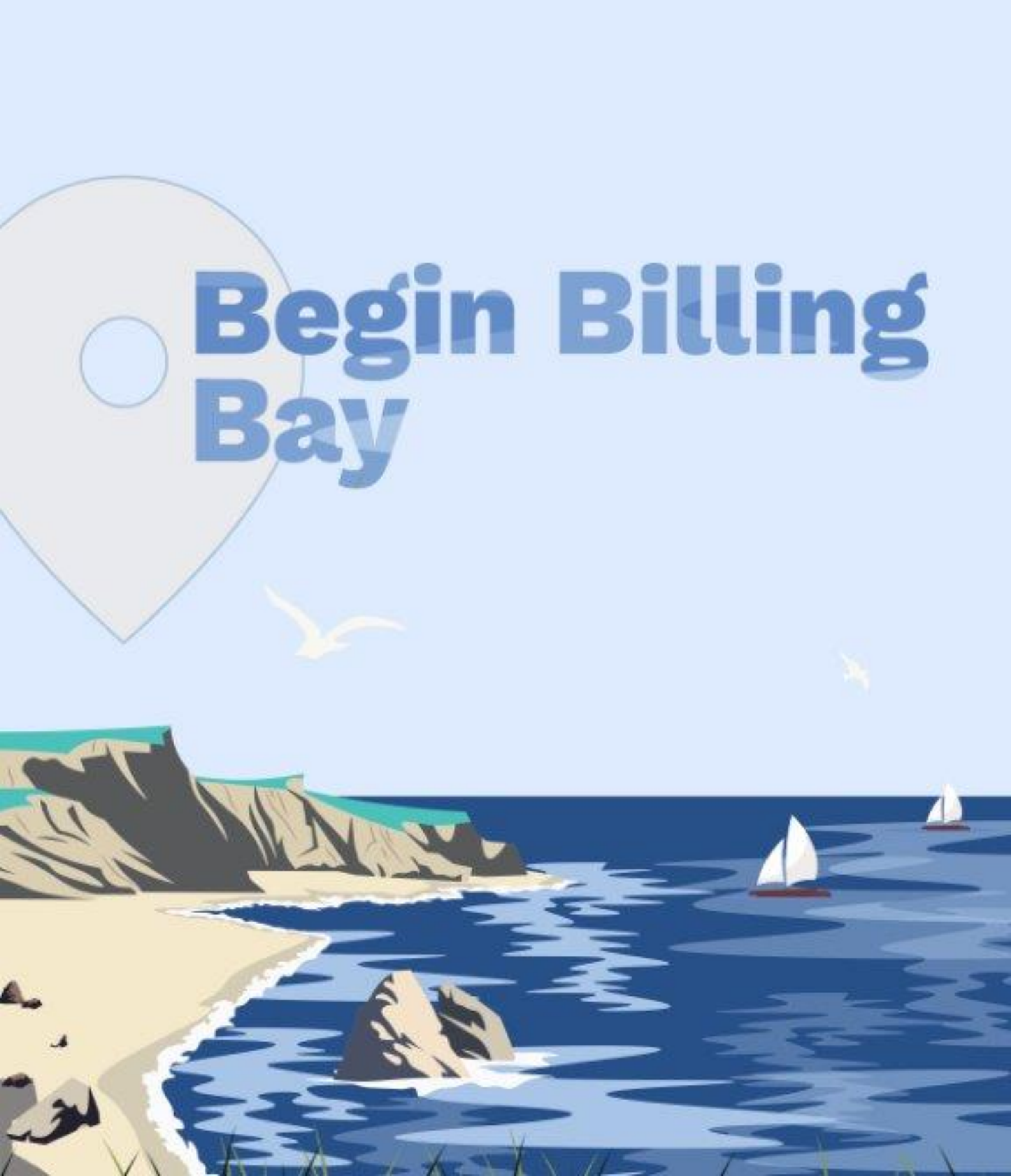
What is Billing Review ?

- The billing review page checks visit details to ensure they meet the specific rules set by the payer
- Review and resolve billing holds specific to Highmark Wholecare

What billing review issue occur in HHAeXchange?

- Missing Diagnosis Code
- Pending Billing of Additional Shifts on Same Day

***Note**: Ensure diagnosis codes and physician NPIs are entered in patient's profile.*



Billing Review (EDI Providers)

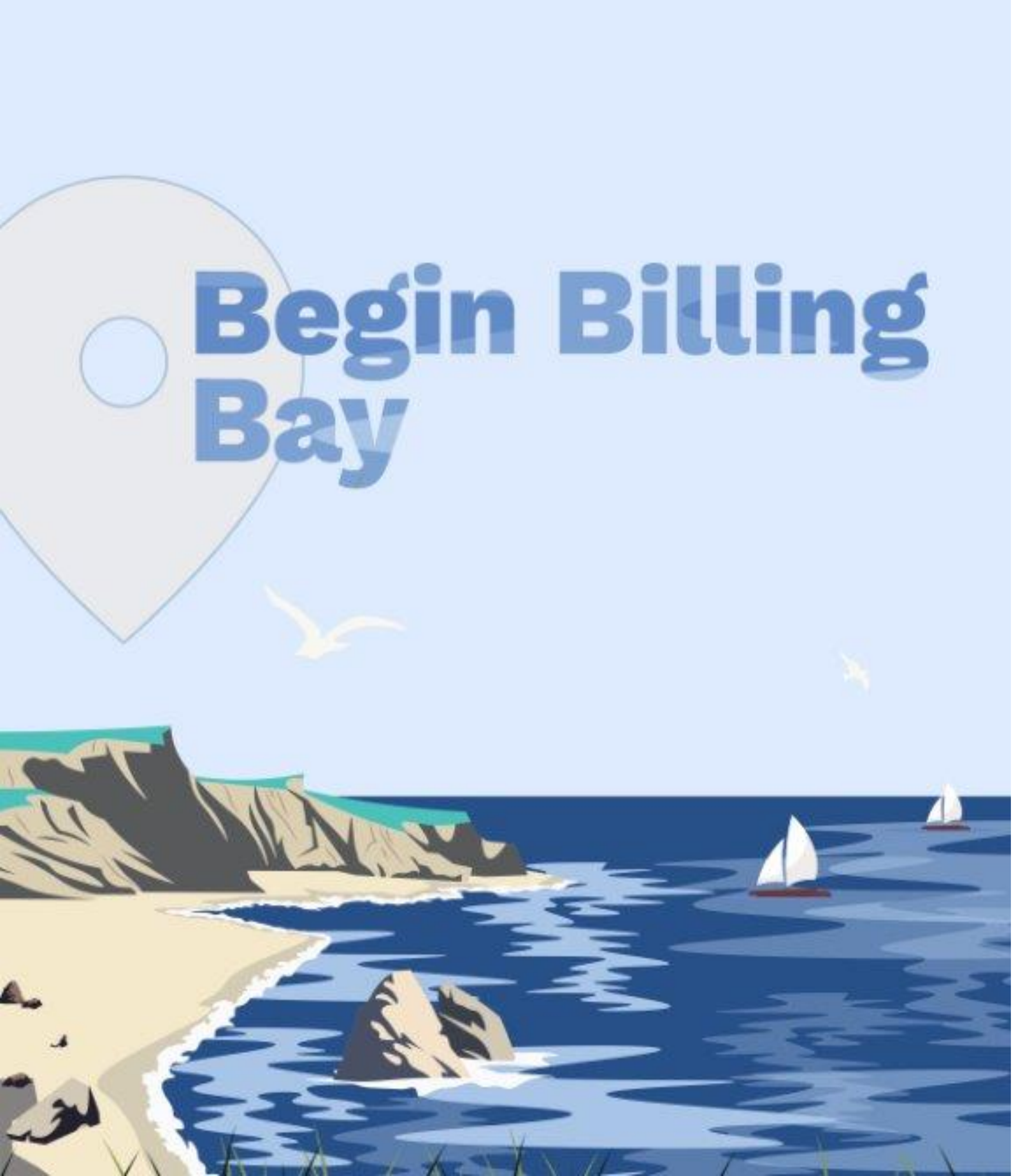
If I am integrated, do I need to resolve billing review holds in HHAeXchange?

- View billing review holds in HHAeXchange.
- Resolve issues in your 3rd party system and then re-import data.
- A good practice is to check this daily.

***Note**: Ensure diagnosis codes are entered in patient's profile in HHAexchange or your vendor is sending it when importing data.*

***Note**: Ensure you manually enter the physician NPI on the member profile in HHAeXchange.*

HHAeXchange Billing Review Demo



E- Billing

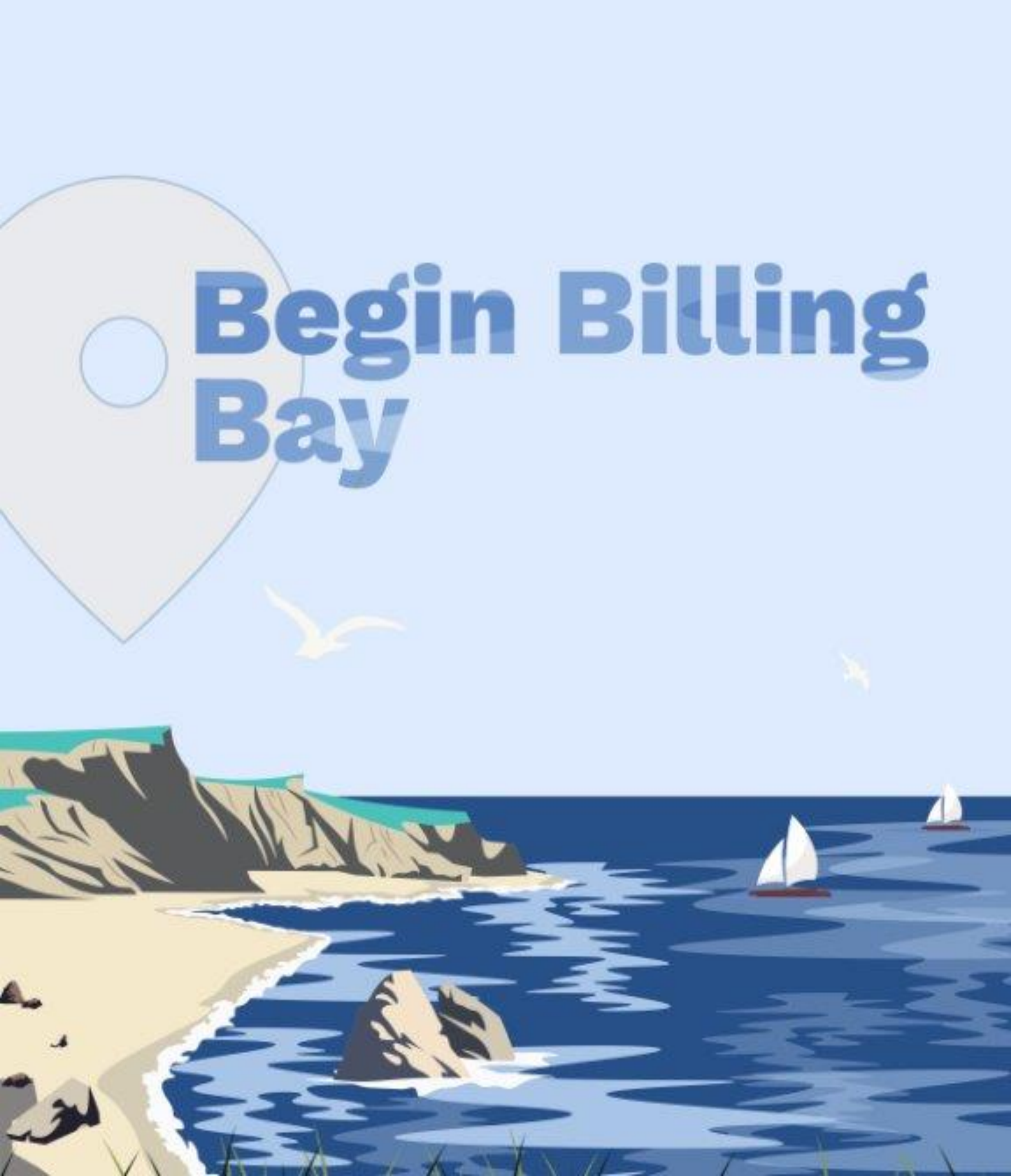
What is E- Billing ?

- Electronically submit claims to Highmark Wholecare.

- **How to create an e-billing batch?**

1. Navigate to Billing > Electronic Billing > E-Submission Batches.
2. The E-Submission Batches page opens. Click the Add Original Claims to create a batch
3. Select contract, add claims, click on Search
4. Select claims that will be billed, select Add
5. Lastly click on Save Batch & Send

HHAeXchange E- Billing Demo

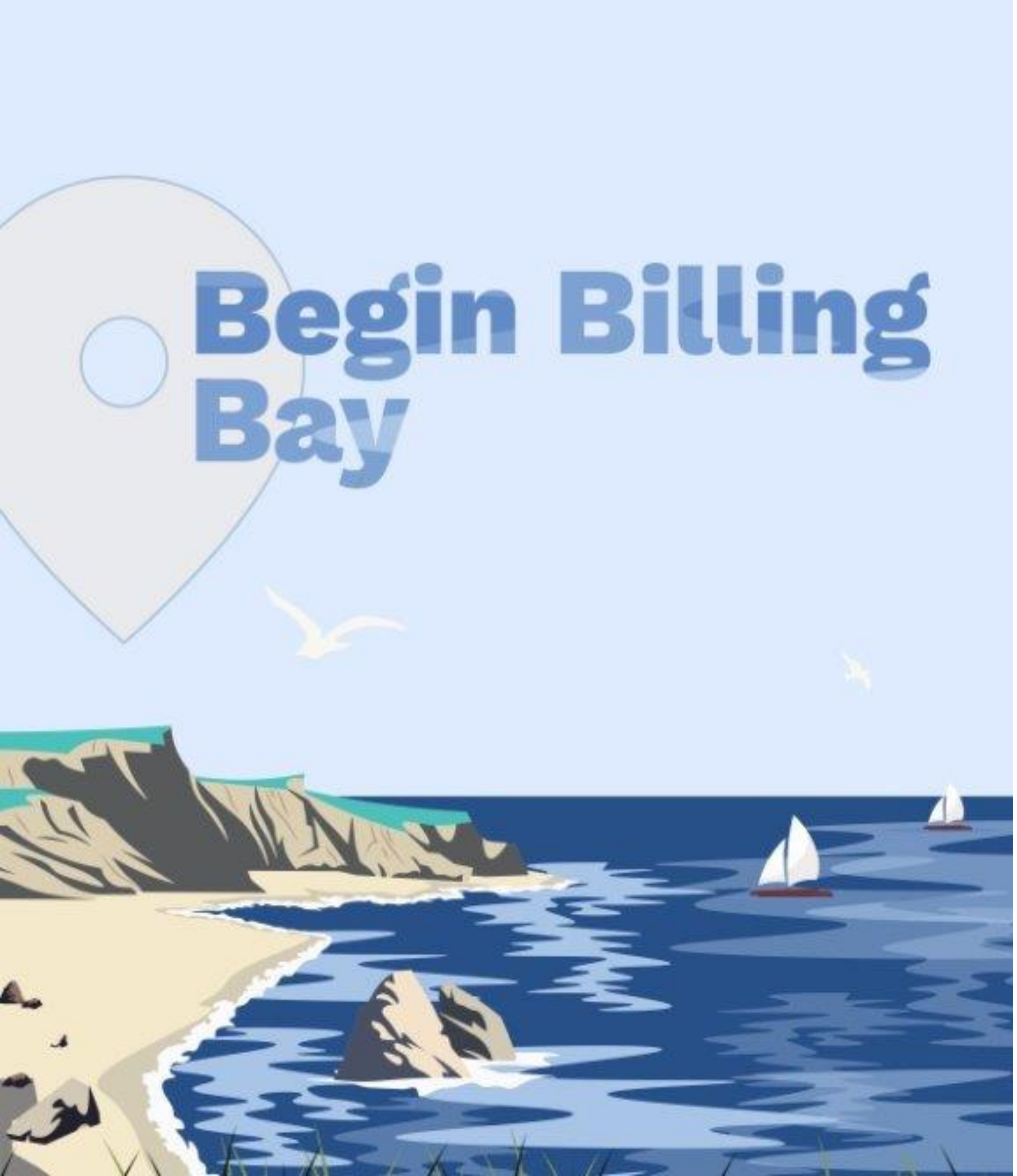


Rebilling

- **If a claim is rejected, providers can adjust or void and electronically resubmit it to Highmark Wholecare.**

1. Go to Billing > Electronic Billing > E-Submission Batches.
2. Click "Add Resubmit Claims," select a contract, and add claims.
3. Search by invoice batch number or click search.
4. Select the claim and click "Add."
5. Click the pen/paper icon, choose adjustment or void, and enter the TRN (Claim Reference number).
6. Save and then "Save Batch & Send."

***Note**: Ensure you have the TRN number also known as Claim Reference number when rebilling.*

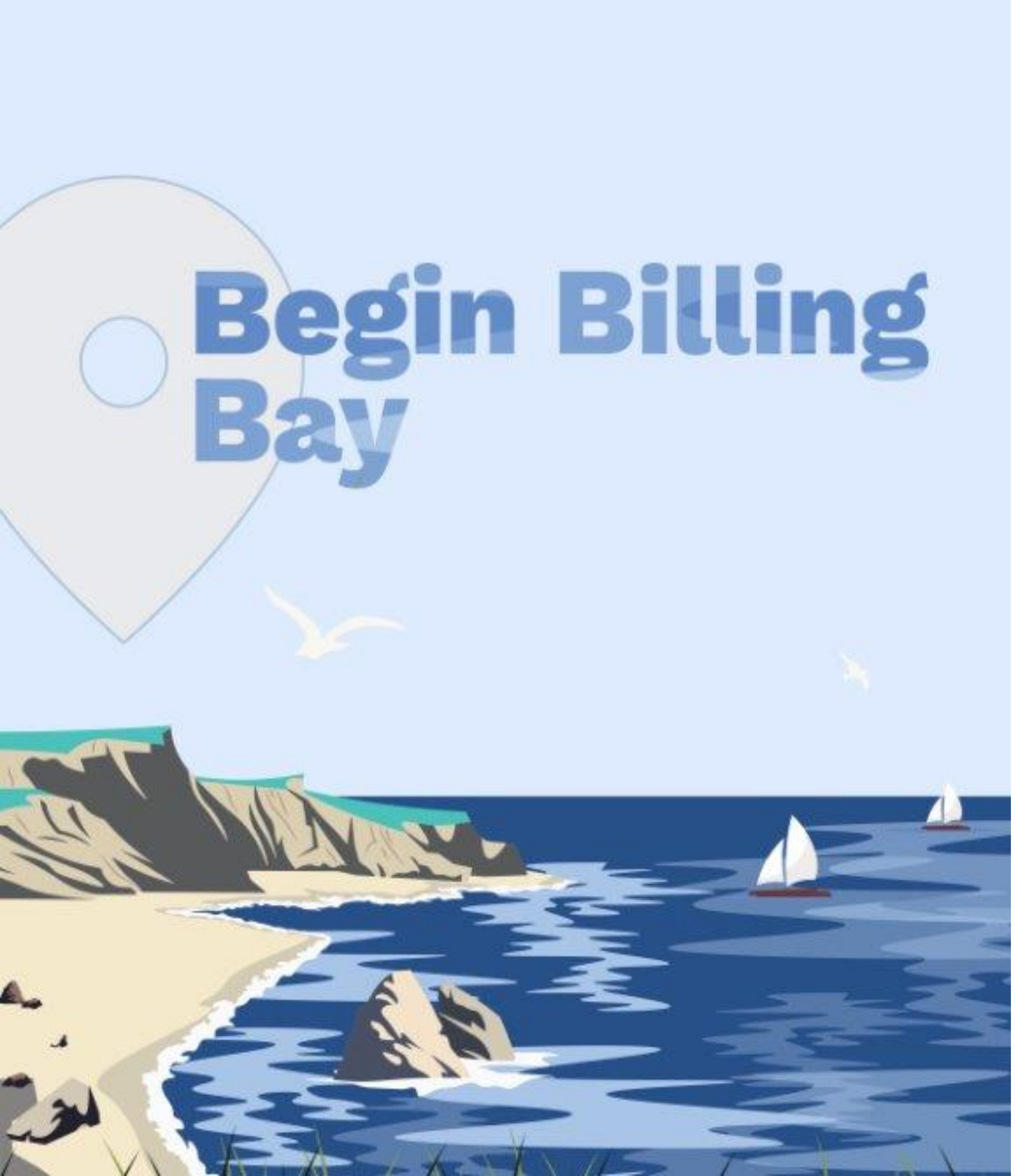


Rebilling (EDI Providers)

- Data needs to be loaded in a timely manner to be able to continue billing processes in HHAeXchange post go-live.
- Providers can rebill in HHAeXchange. If needing assistance, we have attached some links for providers.
    - Homecare Common EDI Import Failures
    - Rebilling Job Aid

Note: Billing rates will be visible on the file, unless you are managing your rates in HHAeXchange.

HHAeXchange Rebilling Demo



Secondary Billing

- **Secondary Billing Options**

Providers can enter a secondary billing option to supplement the primary insurance.

- **Where to Document**

Secondary billing can be added at the contract level or visit level.

- **Need More Help?**

Step-by-step instructions are available in the HHAeXchange Knowledge base.

Key Takeaways

Key takeaways

- *Ensure billing rates are entered under your Contract/ Service Codes.*
- *Ensure diagnosis codes are entered in patient's profile along with the patient’s Physician NPI*
- *Ensure you have the TRN number also known as claim reference number when rebilling.*
- *(EDI) Billing rates will be visible on the file, unless you are managing your rates in HHAeXchange.*

Next Steps

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Provider Go Live: Nov 1

Post Go Live Support

Open Hours: November 5th

Open Hours: November 12th

Open Hours: November 19th

Open Hours: November 21st

Provider Resources

The State Info Hub will be your primary source of information throughout this implementation to stay up to date on all information and dates.

HHAeXchange
Pennsylvania Info Center
[Pennsylvania Information Center | HHAeXchange]

How To Resources: Milestone 5

[Knowledge Base: Getting Started]

- Billing Walkthrough Overview
- How to Resolve Incomplete Confirmation
- How to Resolve Authorization
- How to Resolve Unbalance Visit
- How to Resolve Overlapping Shifts
- How to Resolve Missing Diagnosis Code
- How to Print Invoice and Duty Sheets
- How to Create an Invoice Batch
- How to Resolve Temp Caregiver

Questions?

Register for
Open Hours (1)